


TITLE: Emergency Financial Assistance Service Standards PROGRAM: Ryan White Part B SECTION: Service Standards	 UTAH DEPARTMENT OF HEALTH
Executive Sponsor: Utah Department of Health Policy Owner: RWB Administrator Approved by: RWB Manager	Last Review: 2021.03.16 Next Review: 2022.03.01 Origination Date: April 2012

SERVICE CATEGORY DEFINITION

Emergency Financial Assistance (EFA) funds are used to stabilize clients at risk of becoming homeless. Homelessness affects a client's ability to gain or maintain access to and compliance with HIV-related health services and treatment. Priority is given to eligible clients experiencing unstable housing. Assistance may also be provided to those experiencing immediate and/or urgent housing needs (e.g. due to loss of employment). EFA can occur as a direct payment to an agency or through a voucher program.

Direct cash payments to clients are not permitted. All other sources of funding in the community for emergency financial assistance are effectively used and Ryan White Part B Program (RWB) funds are used as the payer of last resort, with limited amounts, uses, and periods of time. Continuous provision of an allowable service to a client is not funded through EFA.

Standard	Measure
Key Service Components and Activities	
Program limitations and requirements: <ul style="list-style-type: none"> Contracted agency <ul style="list-style-type: none"> cannot pay late fees cannot pay mortgage can only pay three months of the client's portion per request Payments are made by check or debit/credit card payment directly to landlord/vendor Clients are eligible for up to \$3,000 or three months of assistance for rent, whichever comes first, in a 12-month period Clients may not receive more than \$6,000 in rental assistance in a three-year period Clients are eligible for up to \$500 or three months of assistance for utilities, whichever comes first, in a 12-month period Clients may not receive more than \$1,000 in utility assistance in a three-year period 	<ul style="list-style-type: none"> Official rental documentation or utility bill Emergency Financial Assistance: Housing and Utilities Assistance Request Form Contracted agency will utilize the excel spreadsheet provided by the RWB to verify amount does not exceed the limit for up to 36-months (once ClientTrack data management is available to contracted agency, it will be used to verify prior client utilization of EFA services will be performed within the system)
Assessment	
Case management agency completes a request form for EFA which includes: <ul style="list-style-type: none"> Assessment for need of service Total amount requested Month(s) clients is requesting assistance and type of assistance Payment Payable to information Adult household size Assessment of other available housing 	<ul style="list-style-type: none"> Documentation of referral in client's file Request Form sent to contracted agency for approval

Reviewing for Approval	
<ul style="list-style-type: none"> Review the request form for completion Contracted agency ensures clients utilizing EFA services are eligible for the program services Contracted agency ensures all applications are stored in a secured location at all times 	<ul style="list-style-type: none"> Contracted agency reviews request form provided by case management agency Contracted agency ensures: <ul style="list-style-type: none"> Client is eligible for RWB support services Client does not exceed the three-month, 12-month or three-year limits Utilization of excel spreadsheet or ClientTrack data management to verify usage amount
See Universal Service Standards	
<ul style="list-style-type: none"> Client Rights and Responsibilities Cultural and Linguistic Competency Grievance Process Intake and Eligibility Privacy and Confidentiality Recertification Requirements Transition and Discharge 	

RESOURCES

HRSA HAB National Monitoring Standards for Ryan White Part B Grantees: Program – Part B
<https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>

HRSA RW Program Services PCN 16-02
https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Review/Revise Date	Title of reviewer	Change Description or Location
2021.03.19	Quality Coordinator	Minor wording changes, incorporated acronyms EFA and RWB, and added National Monitoring Standards resource
2021.03.17	RN Quality Consultant	Minor wording changes
2021.03.16	RWB Administrator	Updated in Key Service Components and Activities and Review for approval sections
2021.03.22	RWB Administrator	Updated all edits.

Approval Group	Date Reviewed
UDOH RWB Administrator: Seyha Ros	2021.03.16
UDOH RWB Quality Coordinator: Marcee Mortensen	2021.03.19
UDOH RWB Senior Quality Consultant Vinnie Watkins	2021.03.17
UDOH RWB Manager: Tyler Fisher	2021.03.19
UDOH Director of the Bureau of Epidemiology: Sam LeFevre	2021.03.22